

Job Description and Person Specification

Employment Specialist
Connect to Work

A Lambeth to be proud of



Job Title: Employment Specialist (IPS)

Department: Economic Inclusion, Skills and Employment

Division: Economy, Culture and Skills

Business Unit: Climate and Inclusive Growth

Grade:

Reports to: IPS teamleader

Responsible for: N/A

Context

The Skills and Employment team play a key role in is at the heart of Lambeth Council's ambition to ensuring that all residents can access high-quality employment support, whatever their circumstances. Nationally, economic inactivity due to ill health has risen significantly, and we see the effects of this locally - particularly for residents with disabilities and long-term health conditions. We know that the rising cost of living continues to affect our communities, with financial resilience a growing challenge for many. We also know that employment plays a key role in reducing inequality, improving health and wellbeing, and strengthening community resilience, with the work of the Skills and Employment team directly supporting the ambitions of *Lambeth 2030: Our Borough, Our Future* - helping to create a fairer, safer, and more inclusive borough for everyone.

Connect to Work is a new five year, national employment support programme funded by the Department for Work and Pensions offering long-term, focussed support for Lambeth residents residents facing the greatest barriers to employment. Connect to Work in Lambeth will be delivered through a hybrid model of direct delivery through the BeLambeth Employment Support Service and local commissioning, ensuring residents receive tailored, high-quality advice that meet their individual needs and provides support to move into and sustain employment.

Job Purpose

The role of the Employment Specialist (IPS) involves managing and supporting a caseload of clients with a complex range of barriers and needs to secure employment in line with their preferences.

This role requires expertise in providing effective motivation, personal development, and pastoral care to clients who face a complex range of barriers and needs, with a particular focus on those with physical or mental health disabilities as defined by the Equality Act 2010. You will deliver high-quality Supported Employment, adhering to the IPS Grow Model. The role includes offering trauma-informed, person-centred advice and guidance to clients, while fostering positive relationships with local employers, particularly within the hidden job market, to help clients transition into suitable employment. Additionally, you will support clients who are currently employed but at risk of losing their jobs due to their physical or mental health disabilities, helping them to maintain their roles.

The Employment Specialist will identify solutions to barriers through in-depth assessments of their caseload of residents. The post holder will be expected to build positive and integrated relationships with Primary Care, employers, training providers, and other service agencies. They will also train employers and line managers on how to support clients, offering assistance, advice, and advocating for good practice in a fast-paced, client-focused environment.

Responsibilities

- To lead on recruiting local residents with physical or mental disabilities and multiple barriers to employment, who require varying degrees of support, but are motivated to start and/ or return to work
- To lead on identifying and establishing strong partnerships with potential employers, focusing on the hidden job market, placement hosts, volunteering and training opportunities engaging with providers and securing commitment to train and develop candidates to support their progression into sustainable employment
- To work closely with companies employing Connect to Work participants to ensure they are treated fairly. Advising companies of support available either directly or through referral routeways, to ensure inclusive HR policies and procedures are implemented
- To work closely with external and internal teams to fulfil funding requirements and meet specific client needs
- To use a range of assessment tools to enable Connect to Work participants to clarify their career, learning and development needs and develop individual action plans to track and monitor progress in line with DWP funding requirements
- To utilise various coaching tools that complement the IPS Grow model to provide information, advice, guidance and support to meet the needs of individual clients, in person and both in one-to-ones and groups settings
- To undertake outreach engagement initiatives within the borough to market and raise awareness of the Connect to Work programme
- Promote and represent the team as a first point of contact and at meetings and events with potential and existing clients, internal departments and external organisations.
- Ensure that a high level of confidentiality is maintained at all times and that both service provision and record storage comply with the latest data protection regulations and that these meet safeguarding requirements.
- Provide a high level of personal development and pastoral care by supervising, coaching and mentoring Supported Employment participants who are both in-work or searching for work.
- To support Connect to Work participants to engage in positive activities, well-being opportunities, that build their confidence to access further education or high-skilled training and provide on-going support with in-work progression ensuring tact, diplomacy and sensitivity
- To offer impartial advice and guidance to help to identify personal development opportunities and to be responsible for ensuring participants are provided with the tools and opportunities to enable them to make informed choices regarding education, training or employment
- Take a trauma informed approach in developing and monitoring the services offered through regular consultation, feedback and evaluation with all stakeholders, seeking their views on improvements to the service in a co-productive manner.

- Maintain complete, accurate and up to date employer and client records as appropriate, including entries into nominated management information and client management systems
- Monitor feedback from clients of the service and service users, making recommendations to management in relation to improvements to service provision.
- Ensure that all Supported Employment projects are delivered on-time, within scope and within budget
- Assist in the management of changes to the delivery of any Supported Employment programme including scope, project schedule, and project costs using appropriate verification techniques
- Contribute to the planning and development of supported Employment Programmes
- To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities.
- Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.
- To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.
- To undertake additional duties that may arise from time to time commensurate with the grade of the post.

PERSON SPECIFICATION

<p>It is essential that you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" ✓ on the person specification when you complete the application form.</p>			Shortlisting Criteria
<i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i>			
Key Knowledge	K1	Awareness of the barriers to employment, particularly those affecting residents of Lambeth.	✓A
	K2	Understanding of the key challenges faced by individuals with physical or mental health support needs in accessing education, training, or employment.	✓A
	K3	Awareness of labour market trends, including recruitment challenges and skills shortages within specific industries and training sectors.	
	K4	A clear and demonstrable understanding of the importance of confidentiality and discretion in all aspects of work.	
Relevant Experience	E1	Proven experience of working in a target-driven environment, ensuring performance standards are effectively managed.	✓A
	E2	Experience in developing partnerships, engaging with diverse communities, and influencing decision-makers.	
	E3	A methodical, thorough, and accurate approach to work, with the ability to work independently and as part of a team.	✓A
	E4	Proven experience in supporting hard-to-reach groups into sustainable employment and providing ongoing in-work support.	
	E5	Training in the IPS Grow model or a willingness to undertake and maintain all required CPD.	

Core Values and Behaviours		<p>Equity</p> <ul style="list-style-type: none"> • Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals. 	
		<p>Kindness</p> <ul style="list-style-type: none"> • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions. 	
		<p>Accountability</p> <ul style="list-style-type: none"> • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way 	

		<ul style="list-style-type: none"> • I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives. • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs 	
		<p>Ambition</p> <ul style="list-style-type: none"> • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes • I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. • Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries. • Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth. 	